

Complaints... what are they all about?

We want you to tell us if you are unhappy about any aspect of our service. If you tell us, it helps us improve and allows us to take complaints and comments into account when we are reviewing our services, and the way we deliver these to you.

Last year we received 687 complaints, compared to 558 in the previous year, for the reasons listed in the table below. Unfortunately this figure is an increase on the number recorded in 2009/2010.

Reason	Number	Percentage
Employee Attitude	70	10.2%
Missed Appointments	9	1.3%
Policy Related	55	8.0%
Poor Communication	65	9.5%
Standard of Service	380	55.3%
Waiting Time	108	15.7%
Total	687	100%

Part of the reason for complaints rising, was again due to the very severe weather we experienced in November/December 2010. In particular our repairs operatives struggled to reach scheduled repair jobs due to the impact the heavy snow had on roads throughout West Lothian.

Here we show you what we have done to improve our policies and procedures following on from the complaints we have received over the year:

Service Area	What have we done?
Repairs and Maintenance	<ul style="list-style-type: none"> ■ We have put arrangements in place so we can respond faster to dealing with any backlogs which result from a large increase in repairs due to severe weather in the future. This will involve being able to appoint contractors quickly for a short period of time to help us deal with any backlog faster. ■ Building Services staff have spent a lot of time training Customer Services staff in the call centre and the CIS offices to try to improve the quality of the information that customers are given at the first point of contact. ■ We have made it a requirement for all contractors to put boarding on scaffolding above doorways, to ensure nothing can accidentally fall from the scaffolding where someone could be passing underneath. ■ We have put a process in place to ensure customer service staff know who is responsible for each improvement project, so that if we are doing work on your house and there is an issue, they know who to contact straight away.
Housing Need	<ul style="list-style-type: none"> ■ We have changed our policy so that any young person who was previously looked after by the Local Authority can be allocated a council house without having to go down the homeless route. ■ We are reviewing our Allocation Policy again, in order give applicants more choice about which communities they want to live in.
Antisocial Behaviour	<ul style="list-style-type: none"> ■ We have put a procedure in place, and trained our staff, to make sure that any tenant who is given an ASBO by the Court has their tenancy changed from a Scottish Secure Tenancy to a Short Scottish Secure Tenancy. This will improve our ability to respond quickly to evict the tenant if the antisocial behaviour continues.

